



SECTOR #

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

**Applicants** : **John Crook**

**Title of Invention** : **METHOD OF PROCESSING AN  
INBOUND CALL IN A CALL  
CENTER**

**Serial No.** : **09/523,935**

**Date Filed** : **March 13, 2000**

**Box MISSING PARTS**  
**Assistant Commissioner for Patents**  
**Washington, DC 20231**

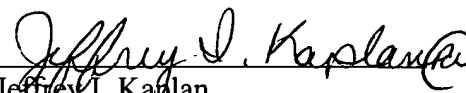
Sir:

Enclosed is the Notice to File Missing Parts of Nonprovisional Application, Declaration and Power of Attorney, Assignment document and Recordation form, a Petition for One-Month Extension of Time and a check for \$1,624.00 for the above-identified patent application.

Respectfully submitted,

KAPLAN & GILMAN, L.L.P.  
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Telephone (732) 634-7634

DATED: July 19, 2000

  
Jeffrey I. Kaplan  
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JIK/pa

Enclosures

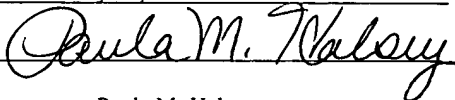
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**CERTIFICATE OF MAILING**

I hereby certify that this correspondence is being deposited with the United States Postal service as first class mail, in a postage prepaid envelope, addressed to Box MISSING PARTS, Assistant Commissioner for Patents, Washington, D.C. 20231 on July 19, 2000.

Dated July 19, 2000

Signed



Print Name Paula M. Halsey



## FORMALITIES LETTER



\*OC00000005115381\*

UNITED STATES DEPARTMENT OF COMMERCE  
Patent and Trademark OfficeAddress: COMMISSIONER OF PATENT AND TRADEMARKS  
Washington, D.C. 20231

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/523,935	03/13/2000	John Crook	024/1

Kaplan & Gilman LLP  
Counselors at Law  
900 Route 9 North  
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Date Mailed: 05/15/2000

## NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

*Filing Date Granted*

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given TWO MONTHS from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The statutory basic filing fee is missing.  
*Applicant must submit \$ 690 to complete the basic filing fee and/or file a small entity statement claiming such status (37 CFR 1.27).*
- Total additional claim fee(s) for this application is \$654.
  - \$576 for 32 total claims over 20.
  - \$78 for 1 independent claims over 3.
- The oath or declaration is unsigned.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- The balance due by applicant is \$ 1474.

*A copy of this notice MUST be returned with the reply.*

Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 1 - ATTORNEY/APPLICANT COPY

07/27/2000 JADD01 00000070 09523935

03 FC:101 690.00 OP  
04 FC:102 78.00 OP  
05 FC:103 576.00 OP  
06 FC:105 130.00 OP